

DOCKET FILE COPY ORIGINAL

Received via email to FCCINFO email box 10/15/02

From: "PatriciaA. DeCaro" <padnod@ritvax.isc.rit.edu>
To: <fccinfo@fcc.gov>
Date: 10/15/02 10:27AM
Subject: CG Docket #02-311-Biennial Review 2002

RECEIVED

NOV 18 2002

October 16, 2002

Federal Communications Commission
Office of the Secretary

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission (FCC)
445 12th Street SW, TW-A325
Washington, DC 20554

Re: CG Docket # 02-311- Biennial Review 2002

I am a hearing person with many deaf family members and I also work with college students who are deaf. From this vantage point it is very obvious how much the regulations regarding deafness have positively affected the lives of deaf individuals. It has in fact transformed the lives of deaf individuals by significantly increasing access and therefore inclusion in society and education. Deaf individuals are succeeding in ways thought impossible only a short time ago, and it has a great deal to do with access to information, knowledge, and people through telecommunications access. In a time when inclusion of all individuals in education and society is stressed at all levels. it has to be recognized that for a deaf person inclusion requires access to telecommunications as well as to anyone else.

Therefore, as you embark on the review of the legislation related to this, I strongly urge you not to repeal or make revisions that weaken these regulations related to hearing aid compatibility, Telecommunication Relay Services, access to Interactive Voice Response (IVR) systems, digital cell phone TTY compatibility, and Section 255. Sadly we cannot rely upon the free market to provide the kind of access to society that these FCC regulations ensure.

In closing, I want to be clear that I strongly urge the FCC should leave the disability related telecommunications/technology regulations fully intact unless they are strengthened.

Sincerely,

Patricia A. Mudgett DeCaro

CC: <info@tdi-online.org>

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Received electronically at FCC to email box FCCINFO 10/16/02

>>> <Abbeyl22@aol.com> 10/16/02 02:32PM >>>

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street SW, TW-A325
Washington, DC 20554

RECEIVED

NOV 18 2002

Federal Communications Commission
Office of the Secretary

Re: CG Docket # 02-311-Biennial Review 2002

I am a late life deafened adult in my mid 60's. I have had to relay on the Telecommunications Relay Services exclusively since the death of my husband.

It is the only way that I can communicate with family or medical assistance, I call it my life saving service. I strongly oppose any repeal or revision that may weaken the regulations related to the services to the deaf. I still have a very strong speaking ability but I know that there are many who do not. This service is very important to all of us.

Without the FCC regulations the common market alone will not fulfill these needs, the people who need this service will again be isolated. Our rights to equal access to the telecommunications network will once again diminish. Please do not let this happen. Please strengthen these regulations for all of us.

Thank You,
Patricia A. Litt
2437 Kimberly Dr.
Garland, Texas 75040

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NOV 18 2002

Received electronically via Email to FCCINFO email box 10/15/02
Federal Communications Commission
Office of the Secretary

>>> "Ken and Audree Norton" <aknorton@attbi.com> 10/15/02 05:03PM
>>>

Dear Marlene H. Dortch, Office of Secretary, FCC:

Re: CG Docket # 02-311 - Biennial Review 2002

As a consumer who is deaf, I imperatively oppose any repeal or revisions that weaken these regulations related to hearing aid compatibility, Telecommunication Relay Services, access to Interactive Voice Response (IVR) systems, digital cell phone TTY compatibility, and Section 255. because these regulations, I enjoy access to telecommunications. We deaf people cannot rely on the marketplace alone to provide such access without regulations from FCC.

These regulations are very important to our standard of living and deaf people in order to be capable of living and working with hearing people. I cannot impress stronger than this. Without the regulations, we would be asided into the dark world.

Therefore, FCC should leave the disability related telecommunication/technology regulations fully intact unless they are strengthened. They are needed to protect our rights to access the telecommunications network.

Thank you.

Sincerely,

Kenneth Norton
Retired Dean of Students, Calif. School for the Deaf, Fremont
46548 Chaparral Drive
Fremont, CA 94539
Email: aknorton@attbi.com

DOCKET FILE COPY ORIGINAL

Received at FCC Email box fccinfo@fcc.gov 10/14/02

>>> <JMitc60700@aol.com> 10/14/02 09:13PM >>>

October 14, 2002

RECEIVED

NOV 18 2002

Federal Communications Commission
Office of the Secretary

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission (FCC)
445 12th Street SW, TW-A325
Washington, DC 20554

Re: CG Docket # 02-311- Biennial Review 2002

As a consumer who is deaf, I strongly oppose any repeal or revisions that weaken these regulations related to hearing aid compatibility, Telecommunication Relay Services, access to Interactive Voice Response (IVR) systems, digital cell phone TTY compatibility, and Section 255. Because of these regulations, I now enjoy access to telecommunications. We cannot rely on the marketplace alone to provide such access without regulations from the FCC.

In closing, the FCC should leave the disability related telecommunications/technology regulations fully intact unless they are strengthened. They are needed to protect *our* rights to access the telecommunications network.

Sincerely,

Jack W. Mitchell

DOCKET FILE COPY ORIGINAL

RECEIVED

Comment received at FCC email **box** FCCINFO@fcc.gov
In Re: CG Docket # 02-311- Biennial Review 2002

NOV 18 2002

Federal Communications Commission
Office of the Secretary

>>> <wd8oep@SAFe-mail.net> 10/16/02 10:34PM >>>

To whom it may concern,

My name is Harry Brown, a blind computer user here in Port Huron, Michigan.

I urge you and the commission not to gut and get rid of section 255 of the telecommunications act of 1996. I'm blind here, and it would be nice to get a cell phone or other electronic things like software that actually talks so I know what buttons I'm pressing and so I can use it on my own.

If I ever need help, I'd like to be able to call for it in an emergency without having to waste seconds which could mean life or death.

take care,

Harry Brown, Port Huron, Michigan

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DATE

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NOV 1 8 2002

Comment received via Email to **FCC** to fccinfo@fcc.govFederal Communications Commission
Office of the Secretary>>> "David Schiff" <davidschiff@attbi.com> 10/15/02 06:52PM >>>
October 14, 2002Marlene H. Dortch
Office of the Secretary
Federal Communications Commission (FCC)
445 12th Street SW, TW-A325
Washington, DC 20554

Re: CG Docket # 02-311- Biennial Review 2002

As a consumer who is deaf, I strongly oppose any repeal or revisions that weaken these regulations related to hearing aid compatibility, Telecommunication Relay Services, access to Interactive Voice Response (IVR) systems, digital cell phone TTY compatibility, and Section 255. Because of these regulations, I now enjoy access to telecommunications. We cannot rely on the marketplace alone to provide such access without regulations from the **FCC**.

In closing, the FCC should leave the disability related telecommunications/technology regulations fully intact unless they are strengthened. They are needed to protect our rights to access the telecommunications network.

Sincerely,

David Schiff
P.O. Box 13364
Des Moines, WA 98198FILED TO DES MOINES
10/17/02

2

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NOV 18 2002

Federal Communications Commission
Office of the Secretary

Received at FCC email box FCCINFO@fcc.gov

>>> "Ken and Audree Norton" <aknorton@attbi.com> 10/15/02 07:13PM

>>>

Dear Marlene H. Dortch, Office of Secretary, FCC:

Re: CG Docket # 02-311 - Biennial Review 2002

As a consumer who is deaf, I imperatively oppose any repeal or revisions that weaken these regulations related to hearing aid compatibility, Telecommunication Relay Services, access to Interactive Voice Response (IVR) systems, digital cell phone TTY compatibility, and Section 255. because these regulations, I enjoy access to telecommunications. We deaf people cannot rely on the marketplace alone to provide such access without regulations from FCC.

These regulations are very important to deaf people and the quality of our living in order to be capable of living and working with hearing people. I cannot impress stronger than this. Without the regulations, we would be asided into the dark world.

Therefore, FCC should leave the disability related telecommunication/technology regulations fully intact unless they are strengthened. They are needed to protect our rights to access the telecommunications network.

Thank you.

Sincerely,

Audree Norton
Retired Professor
46548 Chaparral Drive
Fremont, CA 94539
Email: aknorton@attbi.com

cc: W. George reid 2
CJ/AB/DE

DOCKET FILE COPY ORIGINAL

Received electronically via email to FCC email box FCCINFO 10/15/02

>>> Wendy Wilson <wwilson@caroline.k12.va.us> 10/15/02 08:47AM

>>>

October 15, 2002

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission (FCC)
445 12th Street SW, TW-A325
Washington, DC 20554

RECEIVED

NOV 18 2002

Federal Communications Commission
Office of the Secretary

Re: OG Docket # 02-311- Biennial Review 2002

As a consumer who is significantly hard of hearing, I strongly oppose any repeal or revisions that weaken these regulations related to hearing aid compatibility, Telecommunication Relay Services, access to Interactive Voice Response (IVR) systems, digital cell phone TTY compatibility, and Section 255. Because of these regulations, I now enjoy access to telecommunications. We cannot rely on the marketplace alone to provide such access without regulations from the FCC.

The FCC should leave the disability related telecommunications/technology regulations fully intact unless they are strengthened. They are needed to protect the rights of the deaf and the hard of hearing to access the telecommunications network.

Sincerely,

Wendy L. Wilson
7232 Trump Drive
Woodford, VA 22580
804-448-0145

Noted by [unclear] 2
Date 11/18/02

DOCKET FILE COPY ORIGINAL

Received electronically at FCC into FCCINFO email box 10/15/02

>>> "Sandra Carter" <sandracarter@iGlide.net> 10/15/02 06:38AM >>>
October 14, 2002

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission (FCC)
445 12th Street SW, TW-A325
Washington, DC 20554

RECEIVED

NOV 18 2002

Federal Communications Commission
Office of the Secretary

Re: CG Docket # 02-311- Biennial Review 2002

As a consumer who is deaf, I strongly oppose any repeal or revisions that weaken these regulations related to hearing aid compatibility, Telecommunication Relay Services, access to Interactive Voice Response (IVR) systems, digital cell phone TTY compatibility, and Section 255. Because of these regulations, I now enjoy access to telecommunications. We cannot rely on the marketplace alone to provide such access without regulations from the FCC.

I do not want to depend on my friend to call for me. I want to do on my own as independence. So, I really want to keep the regulations stronger.

In closing, the FCC should leave the disability related telecommunications/technology regulations fully intact unless they are strengthened. They are needed to protect our rights to access the telecommunications network.

Sincerely,

Sandra L. Carter
1305 S. Taylor Street, Apt. #22
Arlington, VA 22204-3711

2

DOCKET FILE COPY ORIGINAL

Received electronically at FCCINFO email box 10/17/02

From: "Andrea Saki" <asaks@waitrose.com>
To: <fccinfo@fcc.gov>
Date: 10/17/02 11:23AM
subject: Letter to the FCC to support the keeping and strengthening of all dissability legislation

October 14, 2002

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission (FCC)
445 12th Street SW, TW-A325
Washington, DC 20554

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NOV 18 2002

**Federal Communications Commission
Office of the Secretary**

Re: CG Docket # 02-311- Biennial Review 2002

I am and have been for over 40 years an active advocate of the rights of the disabled and a pioneer of early deaf telecommunications. I am also FCC representative to ITU-T specifically dealing with accessibility. I am a delegate at this very time invited by the United States State Department as an expert attending the present ITU-T SG 16 (multimedia) meeting being held in Geneva, Suisse. I would like to offer my views with regard to the above docket.

I strongly oppose any repeal or revisions that would weaken these and any regulations related to hearing aid compatibility, Telecommunication Relay Services, access to Interactive Voice Response (IVR) systems, digital cell phone TTY compatibility, and Section 255. Because of these regulations, I many members of family as I was born into a deaf family and countless others now enjoy access to telecommunications. I am proud to say my deaf father Andrew Saks with two other deaf men was one of the founders of the system we enjoy using today. They had no help from the then existing telecommunications companies. He also created the very first relay service.

I have the experience of working within ITU and have contributed to the creation of V.18 ITU-T, the standard that invisibly translate all currently used textphones. I know that we cannot rely on the marketplace alone to provide such accessibility. We as the United States are infact leaders in the creation of disability legislation. Many other countries have implemented disability legislation patterned after our ground breaking ADA and Telecommunications Act. I cite one example as the DDA (Disability and Discrimination Act) of the United Kingdom passed in 1993.

In closing, the FCC should leave the disability related telecommunications/technology regulations fully intact unless the FCC intends to strengthen them. These regulations are needed to protect our rights to access the telecommunications network.

Sincerely,


Andrea J Saks

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LMA/AD/EE

CODA (Child of Deaf Adults!
Telecommunications Specialist for the Deaf
Rockville, The Quarry
Brockhampton
Gloucestershire GL 54 5XL
United Kingdom

Tel +44 1242 820800
Minicom +44 1242 820623 (V21 and Baudot only)
Fax +44 1242 821171
Mobile +44 7956 222916

asaks @ waitrose.com

 **"TDI" <info@tdi-online.org>, "Steve Perschau"**
<stephen.perschau@ties.itu.int>, "Jim House" <jimhouse@tdi-online.org>, "Dick.
Brandt" <dbcon@att.net>, "Claude Stout" <execdir@tdi-online.org>, "Al
Sonnestrah1" <sonny@pobox.com>, "Minard, Julian E" <MinardJE@STATE.GOV>,
"Judy Harkins" <judy.harkins@tap.gallaudet.edu>, "Karen Pelt? Strauss"
<kpsconsulting@starpower.net>

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02-311

Received at FCC email box FCCINFO@fcc.gov 10/16/02

>>> "Deborah Drummond" <Deborah.Drummond@co.travis.tx.us>

10/16/02 11:27AM >>>

Marlene H. Dortch

Office of the Secretary

Federal Communications Commission (FCC)

445 12th Street SW, TW-A325

Washington, DC 20554

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NOV 18 2002

Federal Communications Commission
Office of the Secretary

To: The Federal Communications Commission,

I understand that the Federal Communications Commission is reviewing regulations that pertain to telecommunications. I strongly oppose any repeal or revision that weaken these regulations related to hearing aid compatibility, Telecommunication Relay Services, access to Interactive Voice Response (IVR) systems, digital cell phone TTY compatibility, and Section 255. It has only been recently possible for people with disabilities, including people who are deaf, to begin to have access to the telecommunications services widely available to all other United States citizens. These services and the regulations that defined and developed them are critical to the full inclusion and full participation of all people with disabilities, especially those who are deaf or hard of hearing. These regulations opened doors and opportunities that probably would not be available if the rules had not mandated them. Despite the value of these regulations, not all people with disabilities are reaping the real and personal benefits from the services that they implement; the situation is improving daily but it is still not possible to say that people with disabilities have full and equal access to the services.

The FCC should strengthen, not weaken or lessen, the controls and mandates of disability related telecommunications and technology regulations. These regulations are needed to protect the rights of all people to full access to the telecommunications network.

Sincerely,

Deborah Drummond
Program ManagerDeborah Drummond
Program Manager

2

Travis County Services for the Deaf and Hard of Hearing
2201 Post Road Room 100
Austin, Texas 78704
512-854-4933 direct line Voice
512-854-4932 direct line TTY
512-854-9205 TCSDHH Voice
512-854-9210 TCSDHH TTY
512-854-9289 TCSDHH Fax
Deborah.Drummond@co.travis.tx.us

CC: Ed.Bosson@puc.state.tx.us
info@tdi-online.org.

DOCKET FILE COPY ORIGINAL

Comment received at FCC email box fccinfo@fcc.gov

>>> <Merp41@aol.com> 10/15/02 11:36PM >>>
Marlene H. Dortch

Office of the Secretary

Federal Communications Commission (FCC)

445 12th Street SW, TW-A325

Washington, DC 20554

RECEIVED

NOV 18 2002

Federal Communications Commission
Office of the Secretary

Re: OG Docket # 02-311- Biennial Review 2002

As a consumer who is deaf, I strongly oppose any repeal or revisions that weaken these regulations related to hearing aid Compatibility, Telecommunication Relay Services, access to Interactive Voice Response (IVR) systems, digital cell phone TTY compatibility, and Section 255. Because of

these regulations, I now enjoy access to telecommunications. We cannot rely on the marketplace alone to provide such access without regulations from the FCC.

It can be so easy for the market to take advantage of "loopholes" of such above regulations or bypass them; therefore, it needs to be enforced with them by the FCC. We have fought so diligently and long to get these regulations in place to provide us deaf and hard-of-hearing consumers the same equality the rest of the population enjoys having the advanced technologies.

In closing, the FCC should leave the disability related

telecommunications/technology regulations fully intact unless they are strengthened. They are needed to protect our rights to access the telecommunications network.

Marlene H. Dortch 2
FCC

Sincerely,

Mary **Helen** Pearl
175 Cleaveland Rd.; # 119
Pleasant Hill, **CA** 94523-3896
e-mail: Merp41@aol.com

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Comment received at FCC via email October 18, 02 to FCCINFO@fcc.gov

October 18, 2002

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission (FCC)
445 12th Street SW, TW-A325
Washington, DC 20554

RECEIVED

NOV 18 2002

Federal Communications Commission
Office of the Secretary

Re: CG Docket # 02-311 - Biennial Review 2002

As a consumer who is deaf, I strongly oppose any repeal or revisions that weaken these regulations related to hearing aid compatibility, Telecommunication Relay Services, access to Interactive Voice Response (IVR) systems, digital cell phone TTY compatibility, and Section 255. Because of these regulations, I now enjoy access to telecommunications. We cannot rely on the marketplace alone to provide such access without regulations from the FCC.

1. Today I got very interesting reply from DIRECTV which apparently did not provide any open or closed caption on some channels, but I was surprised to witness on the black box, HighDefinition DTVplus That provided nice caption to three HDTV sets at Circuit City store but HDTV sets failed to use caption feature themselves. This device was not open to sell public but it maybe sell later in 2003. We maybe wait for quality captioning on HDTV sets later. Let us look on ihr reply:

Thank you for your inquiries. DIRECTV is a programming provider, like most cable companies, and we cannot predict or control what a particular channel chooses to air, or what they will broadcast with regard to closed captioning. Therefore we are also unable to predict what the long term goals of our providers are in this matter. We apologize that we are unable to answer this particular question as well as you would like.

Other reply from Feedroom, NBC web site video streaming:

Thanks for writing, we do not offer close caption yet, sorry for the inconvenience!

Our mission is to provide you with the best interactive video experience possible, which is why your comments, ideas and suggestions are always welcome. Please come back and visit our local, national and corporate sites below for the latest video.

We have to wait for it on next check with Feedroom, NBC company. If sounds lower priority for deaf and hard of hearing users it maybe due to our customers (few users) as weak profit among companies and security issue than ADA law (is from personal computer with TV screen program pending verification on next Sunday).

2. Since June 30, I saw CNN people program between 11:00 AM to 12:00 AM. Last 30 minutes with live captioning feature about PLO leader, but I was looking to see rerunning this program on Sunday evening. There is no caption feature there as it might due to 50/50 percents by FCC rules. So I began to study on CNN broadcast thru summer and noticed that they did not provide any caption on rerunning program after 11 PM

And Sunday evening or night as I suspected they has new digital Equipments for TV set and web site via video streaming – subscription

I cannot join the subscription because they did not provide exact analog TV screen via line 21 as other SMIL requires preparing to do caption on video streaming, but no live caption available yet. Maybe I have to wait for it in the future, but my hope is that FCC requires companies to match with old analog line 21 as live on-line and capture into video streaming clips for web sites. We cannot afford losing current caption feature on new devices.

Look at MSNBC broadcast that has rerunning programs after 11 PM with closed caption on apparently analog VCR equipments very well.

Comcast cable was useful to my personal computer to watch TV screen on monitor but Fox News and CNN were messed up on screen and shut off pending to verify on the Comcast TV guy's visit at our house next Sunday for weak signal or strong signal or security issue. I will post soon. Security issue was might due to prevent duplicating to digital VCR program in personal computer as I suspect.

3. My deaf couple and I met at mall and we were surprised about Comcast in Baltimore system and Montgomery system. My sister and I enjoyed on Channel 17, PAX program about oral employer at FBI with closed Caption feature October 13 Sunday night at 9 PM for two hours but the deaf couple was frustrated on Baltimore system Comcast, Channel 12, PAX without closed caption display as they had to guess many times. It sounds due to network problem or lack of cooperation between systems or someone forgot to switch.
4. Hire deaf worker to monitor in the control room in any broadcast for caption problem. Other hearing staff has on-line TV set there and add other TV set With enabling closed caption on the on-line TV set 24/7 daily. Due to last Sunday, control room with a lot of TV sets in Visitor Center for Newsum At Roslyn, Va last March, but I saw only monitor or TV set with closed caption. Therefore all networks hires deaf workers to keep on caption on the channels 24/7 in the future in the control room better.
5. Since I purchased a TTYSCREEN device which protect any conflicted voice calls against TTY devices and reduced my deaf mother to reply on the telephone line for using TTY machine often as it gave her waste time was very helpful for her and me at my home, too. But when I use Wyndtell pager which could give one – way text message from it to my deaf mother or TTYSCREEN device's users in our country. The requests on my pager was not completed on incoming TTY message from NOC, Wyndtell operating center via TTY telephone calls because due to timeout problem. We hope Wyndtell to reprogram on telephone system to match using TTYSCREEN devices that four seconds message sound that hearing callers cannot understand and wait for voice sound but only TTY callers and must hit three space bar key three times for identify TTY calls only and timeout for 3 seconds before using recorded voice #711 according to Deafworks company in Provo, Utah. It needs works to solve it. Look at www.deafworks.com. It was similar to cell phones problem with using TTY devices or calls in the past.

6. Video Relay Service is very important for deaf HOH professional workers is only way to match among hearing workers' speed rate than using TTY relay services because TTY call are not very helpful to measure timing. In Maryland there was trail for six months on VRS but due to many tech problems as the Spirit company worked to solve, but there **was** adding three months period. My incident **was** very important that my deaf eyes catch with the hearing worker on my VRS call as I was not completed to spell 'Y-E-S' because 'S' spell was not completed at moment as this hearing worker suddenly paged my eo-hearing employer faster. It **led me** to identify all hearing workers to work faster on 'Time is Money' by due to new tech devices, cell phones, **papers**, etc. So I warn all **deaf** professional workers to **keep** synchronized work tasks among them by using VRS calls in the future. It is last chance or straw to do. Please let companies to compile our needs by now – not wait in order to match hearing employer's speed and voice calls daily. It helped identify my many problems in the past before this incident. Other word, "Breaking necks" is avoid our faces bend back as behind to chase with speeding hearing workers at work places daily. If we does not have this VRS, we will lose our jobs ahead or lose our highest standard or go other countries where deaf and hearing farmers together settle down without timing there honor.

In closing, **the** FCC should leave the disability related telecommunications/technology regulations fully intact unless they are strengthened. They are needed to protect our rights to access the telecommunications network.

Sincerely,

Samuel E. Jones
Silver Spring, Maryland

CC: Bruce Harlan in Glen Buries, Maryland
Jim House, FDI agent

DOCKET FILE COPY ORIGINAL

● Page 1

October 25, 2002



RECEIVED

NOV 18 2002

Federal Communications Commission
Office of the Secretary

Eastern Washington Center for the Deaf and Hard of Hearing
1206 Nonh Howard
Spokane, WA 99201
509/328-9220 Voice
509/328-3772 TTY
509/625-5268 FAX
EWCDHH@EWCDHH.org

October 14, 2002

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission (FCC)
445 12th Street SW, TW-A325
Washington, DC 20554

Re: CG Docket # 02-311- Biennial Review 2002

As a Deaf and Hard of Hearing nonprofit agency serving consumers who are deaf, we strongly oppose any repeal or revisions that weaken any regulations related to hearing aid compatibility. We also oppose any repeal or revisions that weaken any regulations related to Telecommunication Relay Services, access to Interactive Voice Response (IVR) systems, digital cell phone TTY compatibility and Section 255. Because of these regulations, our clients now enjoy access to telecommunications. We cannot rely on the marketplace alone to provide such access without regulations from the FCC.

The Deaf and Hard of Hearing are routinely denied equal access to goods and services because of their disability. Without comprehensive regulatory controls, the marketplace will continue to limit opportunities for Deaf and Hard of Hearing. We can be helpful on behalf of our clients only through the protections offered through the above-mentioned regulations.

the world 2
AE



● Page 2

October 25, 2002

In closing, the FCC should leave the disability related telecommunications/technology regulations fully intact unless they are strengthened. They are needed to protect our rights to access the telecommunications network, and thus the world at large.

Sincerely,

Char Parsley, Executive Director

DOCKET FILE COPY ORIGINAL

Received electronically at FCC at FCCINFO email box 10/18/02

>>> "Helga Stevens, Director" <hs@eudnet.org> 10/18/02 09:52AM >>>
October 18, 2002

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission (FCC)
445 12th Street SW, TW-A325
Washington, DC 20554

RECEIVED

NOV 18 2002

Federal Communications Commission
Office of the Secretary

Re: CG Docket # 02-311- Biennial Review 2002

As a consumer who is deaf, **I** strongly oppose any repeal or revisions that weaken these regulations related to hearing aid compatibility, Telecommunication Relay Services, access to Interactive Voice Response (IVR) systems, digital cell phone TTY compatibility, and Section 255. Because of these regulations, **I** now enjoy access to telecommunications. We cannot rely on the marketplace alone to provide such access without regulations from the FCC.

When living as Rotary exchange student in St Louis, **MO**, in 1997-88, and as Fulbright LL.M student at Boalt Hall School of Law at the University of California, Berkeley, in 1993-94? **I** used TTY and TRS extensively. Without it **I** would not have been able to make contact with the hearing world, calling class mates and host families. When I returned to Europe, I was (and still am) really frustrated by the lack of compatible TTYs and TRS in Europe. Can you imagine that as attorney **I** have to rely on others to make telephone calls for me? This is something that people living in the US can no longer imagine!

The FCC has done a very good job in ensuring equal access for Deaf and Hard of hearing telecom users in a liberalized telecom market. **I** always refer to the experience in the US to have similar regulations introduced in the European Union, Ultimately, society as a whole will benefit if it is completely accessible for all.

In closing, the FCC should leave the disability related telecommunications/technology regulations fully intact unless they are strengthened. They are needed to protect our rights to access the telecommunications network.

2

Sincerely,

Helga STEVENS
Director EUD

=====

European Union of ~~the~~ Deaf
Rue Franklinstraat 110
1000 BRUSSELS
Belgium

fax: +32 2 735 53 54
general e-mail: info@eudnet.org
e-mail director: hs@eudnet.org
website: www.eudnet.org